

SVMi-8E and SVMi-16E V4.3.2.1 (08.04.18) UPGRADE PROCEDURE

1. This procedure is used to upgrade your SVMi-8E, or SVMi-16E voice mail to software version 4.3.2.1 (08.04.18). The file (4321UPGD.EXE) is added to the Root of the SVMi Software and then activated. The folder for this file is (4321UPGRADE) Here are the steps.

The main fixes in this software load are the following:

1. **No beep before recording**
2. **Direct call works in a MBX only application and it should not.**
3. **Misleading if you don't have a MBX and send a quick memo.**
4. **Digit to reject call help text in eclass is not correct.**
5. **Prompt 0579 has the wrong text.**

2. There are several methods to install this software, I am only going to talk about one of the processes. This method requires a Serial connection and an IP connection to the SVMi voice mail to complete this upgrade.

3. You will connect your PC to the SVMi to be upgraded using a Serial Connection on your PC to the Serial connection on the SVMi. Login to the SVMi using HYPERTERM of another PC program and access Operating Utilities. Access the Backup and Restore (G) section and input the password. This puts the voice mail in a state to be upgraded.

No calls can be made with the SVMi until the upgrade is complete.

4. The IP address of the voice mail in a default state is (10.10.108.6). Hook up a data crossover cable from your PC to the Lan port on the SVMi to be upgraded. Setup your PC with a IP address that is on the same network has the SVMi. Example (10.10.108.4).

You can get the SVMi IP address in the Port Activity section of the SVMi with command (NET).

5. You will need to access a FTP Program to complete the remaining steps. Open up your FTP Program and on the left side access the section where you have stored the patch needed to upgrade. On the right side, put in IP address 10.10.108.6 or the SVMi IP address to complete this step. The Userid and Password is (SU) for both and the port is 21. You will see several folders, MSGS, PMT, DTA, MSG, etc,

We strongly suggest you drag the folders on the SVMi to your PC on a folder incase of any troubles. With the backup completed, you can drag the file (4321UPGD.EXE) to the root directory C:\ of the SVMi. After this transfer is complete, you can disconnect the FTP program and reboot the SVMi voice mail system.

6. During the reboot, you will be prompted to boot to Shell with the (B) option. Choice this option and you will receive an C:\>

7. Type in the following command, (4321UPGD _/d_/o). The () is a space and the (o) is a letter o and not the number. This installs the patch with this command.

8. After the patch has installed, reboot the SVMi and access the Boot Shell (2) again. At the C:\> change the directory by typing (cd c:\dta). The system should respond with c:\dta.
Type in (SVM /V). The system response is v4.3.2.1 08-04-18.

9. Reboot the SVMi and verify all the ports come into service.
You have now completed the SVMi upgrade to V4.3.2.1